Applicant Process

KEY

ORANGE - DHCD GREEN - Housing **RED** – Case Manager PURPLE - Tenant LT BLUE - MDOD **DK BLUE - DHMH**

Case manager (CM) provides program information to consumers ongoing

Property Manager (PM) & SS system notifies MDOD of unit availability - 2 mos advance on turnover; 2 mos advance for existing; 6 mos advance for new constr.

MDOD identifies top 5 priority applicants, verifies eligibility in MMIS & sends unit availability letter to applicant, CM & other contacts- w/in 1 week

Selected applicant finalizes transition plan. Applicant provides contact info to PM, CM, **DHMH Housing** Director & MDOD

MDOD returns other notified applicants to eligibility list who continue to work on transition plan

CM enters outreach info in tracking system quarterly



Consumers indicate interest in the program

CM screens for eligibility - does person have documents





plan



Notified applicants respond with interest - within 2 weeks of receipt of letter



MDOD refers interested applicants in priority order to PM by phone & email - w/in 3 wks of unit availability for existing/on turnover; 2 mos before availability for new units

roperty manager applications in priority order until able to approve applicant - notifies applicant, CM &



Applicant provides completed application & documentatio n to PM - w/in 2 weeks

Tenant completes "Tenant Training", including briefing on program information and lease terms -

before lease-up



Applicant moves into unit!



Unit identification and Turnover Process

RED - Case Manager PURPLE - Tenant MDOD refers top 5 interested applicants to property manager Property manager approves applicant(s) within 1 week of DHCD solicits for units in within 1 week of response from LT BLUE - MDOD DK BLUE - DHMH applicants receipt of application MDOD notifies top 5 eligible applicants: Selected applicant provides At least 2 months in advance emergency contact information Owner offers units in response for new units prior to leasing - Within 1 week of notice of turn-over or for existing unit Owner notifies Social Serve availability: Owner enters into agreement Applicant moves into unit at least 6 months in advance for new units Upon notice of turn-over for occupied units (at least 2 Applicant notifies property Property manager enters unit manager and case manager of availability information into intent to vacate in accordance Social Serve system & calls Owner enters unit information with lease (30-60 days) or for unexpected vacancy

KEY

GREEN - Housing

ORANGE - DHCD

PRA Tenant Issue Process

KEY

ORANGE – DHCD

GREEN - Housing

RED - Case Manager

PURPLE - Tenant

LT BLUE - MDOD

DK BLUE - DHMH

Property manager (PM)identifie s serious issue in violation of lease

PM contacts

tenant to resolve issue

If
unresolved,
PM contacts
Case
Manager
(CM) within
1 week

CM tries to resolve issue with tenant CM notifies HD and PM of status within 3 days

> CM addresses issue with tenant

HD contacts CM within 24 hours provides coaching & support to CM

> If still unresolved, PM contacts DHMH Housing Director (HD)

If issue is unresolved, CM provides regular but no less than weekly updates to HD and PM

When issue is resolved CM notifies HD and PM within 3 days

If issue remains unresolved & tenant continues to disrupt the community or unit, PM notifies tenant of intent to evict with copy to HD & MDOD

CM and tenant attempt to find alternative housing PM updates unit status in Social Serve system

If issue remains unresolved, PM proceeds with eviction

CM notifies HD and PM of issue status within 1 week

At the same time, CM attempts to resolve issue one more time Social Serve system notifies MDOD of change in unit status

Proceed to Unit Identification and Turn-over

Process

Proceed to PRA Applicant Process

and Community Development